

Our ref: 01/FOI/24/012894/B

Please quote our reference
number when responding

Monday, 22 July 2024

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/24/012894/B

I write in connection with your request for information dated 05/07/2024, I note you seek access to the following information:

1. *Please confirm which telephony system(s) you currently have in place? example- Avaya/ Mitel/ Unify*
2. *Please confirm value of the initial project and value of annual support/maintenance services (in £)?*
3. *When is your contract renewal date? (date/ month/ year)*
4. *Please confirm the manufacturer of your Contact centre system(s) that are currently in place?*
5. *When was the installation date of your contact centre infrastructure?*
6. *Who maintains your contact centre system(s)?*
7. *Number of contact centre users?*
8. *Please confirm value of the initial project and value of annual support/maintenance services (in £)?*
9. *When is your contract renewal date? (date/ month/ year)*
10. *Do you use Unified Communications or Collaboration tools such as Microsoft Teams/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?*
11. *What is the go-to market- How are the above technologies/ services procured?*
12. *Who is responsible for Telephony, contact centre and the command & control centre?*
13. *Which system do you have for your command-and-control centre?*
14. *Who maintains this for you?*
15. *How many users do you have?*
16. *What was the initial project cost and the annual support/ maintenance service?*
17. *When is the contract renewal date? (date/ month/ year)*
18. *Which system do you have for your call recording system?*
19. *Who maintains this for you?*

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police to locate information relevant to your request. I can confirm that some of the information you have requested is held by Greater Manchester Police.

Response

1. Avaya
2. No information held
3. July 2025
4. Avaya
5. No information held
6. Exempt under S31
7. 750
8. Exempt under S31
9. November 2029
10. MS Teams
11. Via CCS Aggregation
12. Martine Craven (Head of Force Contact & Operations)
13. ControlWorks
14. Exempt under S31
15. 1200
16. Exempt under S31
17. July 2030
18. Exempt under S31
19. Exempt under S31

The 'Exempt under S31' information is exempt by the virtue of the below exemption:

- **Section 31(1)(a)(b) Law Enforcement**

Section 31 is a prejudice based qualified exemption and as such, there is a requirement to provide details of the harm as well as the public interest test.

Evidence of Harm

Under the Act, we cannot, and do not request the motives of any application for information. We have no doubt that the vast majority of requests made under the Act are legitimate and the applicants do not have any ulterior motives. However, in disclosing information to one applicant, we are expressing a willingness to provide it to anyone in the world. This means that a disclosure to a genuinely interested and concerned person automatically opens it up for a

similar disclosure, including those who would use the information to gain an advantage over our ability to exercise our core function, which is Law Enforcement.

In considering whether or not this information should be disclosed, consideration has been given to the potential harm that could be caused by disclosure.

The police service is charged with enforcing the law, preventing and detecting crime and protecting the communities we serve. The general public are also aware that modern day policing is intelligence led and that there are changes on a day to day basis. Disclosure of the system information could undermine the security and Integrity of the service which would cause operational harm to Greater Manchester Police Force as well as that of the general public by affecting our ability to fulfil our core function of law enforcement. The release of such information would be invaluable to those with criminal intent as criminals would be able to identify force tactical capabilities and use this knowledge to their own advantage in furthering criminal activity not only within this force but also throughout the country.

This would or would be likely to prejudice the prevention or detection of crime and the apprehension or prosecution of offenders.

Public Interest Test

Considerations favouring disclosure:

Factors favouring the disclosure of this information would include better awareness regarding the Airwave service.

Considerations favouring non-disclosure:

Factors favouring non-disclosure would be that it would compromise law enforcement tactics. This would have an impact on police resources and procedure and also could undermine the security and integrity of the police services.

Balance Test

After considering the advantages and disadvantages in disclosure, it falls upon Greater Manchester Police to conduct a balance test on the issues. The strongest arguments for release, which is better awareness, needs to be weighed against the strongest argument for non-release, which in this case is effective law enforcement. The Police Service is tasked with the prevention and detection of crime and protecting the public. Whilst there is a public interest in this subject there is a very strong public interest in safeguarding the protection of the public and the effective use of police resources.

Therefore, in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information